

✓ = required ◇ = optional and encouraged

Phase	Purpose	Guidance	Tools/resources
Getting started	To introduce yourself and the program by providing a motivating overview of how you will work together, what services are offered, and what is expected	<i>If possible, have the participant complete forms prior to your meeting.</i> Focus your conversation(s) on a warm and welcoming introduction to yourself, the program, and the opportunities available to the participant through your organization and MFIP more broadly.	<ul style="list-style-type: none"> ✓ State/county authorization forms as well as any required intake forms required by your organization
Building understanding	To understand more deeply the area(s) of life in which the participant is motivated and interested in setting an initial goal	Keep it conversational and focus on asking <i>open-ended questions</i> to discover what is most important and pressing in the participant's life. The key is to draw out and help the participant reflect on and prioritize their motivations. This conversation should <u>not</u> focus on barriers.	<ul style="list-style-type: none"> ✓ Stepping Stones to Success (participant completes; discusses with coach) ✓ Employability Measure (coach completes independently) ◇ Goal Action Plan (GAP) or other goal planning tool
Initial planning	To develop and advance the participant's first Employment Plan along with any relevant supportive services and/or referrals	Once the participant has clarified and prioritized their starting point (in terms of a goal), begin to pivot into a planning process. Use a goal planning process (and tool) to explore ideas and develop them into concrete plans, which should be documented on the EP.	<ul style="list-style-type: none"> ✓ MFIP Employment Plan (EP) ◇ GAP or other goal planning tool
<i>90 days from Employment Services referral</i>			
Ongoing coaching	To provide routine, motivational accountability on goal progress and ensure the participant has all necessary resources and supports to keep moving forward	Structure every coaching session around a routine process of reviewing progress on the last goal plan, reflecting on what the participant learned, and planning next steps. Keep goal plans simple and short-term, especially when progress is slow. Remember: you're a coach, not a fixer!	<ul style="list-style-type: none"> ✓ MFIP Employment Plan (EP) (reviewed every 3 months) ◇ Stepping Stones to Success (revisit once per quarter) ◇ GAP or other goal planning tool
Reengagement	If a participant is unresponsive: To reengage the participant in active communication and planning their next step to move forward	Reach out (using multiple ways of communication) and focus on moving forward rather than compliance. Use open-ended questions to help the participant reconsider their goals, a feasible next step, and a very short-term plan to move forward.	<ul style="list-style-type: none"> ◇ GAP or other goal planning tool ◇ Notice of Intent to Sanction (if the participant remains unresponsive)

What is motivation driven practice?

Motivation driven practice means that we place the participant's motivation at the center of a coaching and case management process designed to activate their commitment to change, identify a meaningful goal, develop an actionable plan, and facilitate their progress. We recognize that motivation is understood differently across cultures and experiences, yet our central aim is for the participant to define what is important to them and for us to honor that.

What is expected of me in carrying out a consistent, high-quality motivation driven practice?

We prioritize culturally responsive, relevant, and personalized service delivery. Therefore, we expect each MFIP professional will bring a unique skillset and experience to their work with Ramsey County residents participating in MFIP. Similarly, each participant brings a unique experience and set of circumstances that should be honored and engaged in a personalized way. Below are the core elements of motivation driven practice that should be true across all residents' experiences with MFIP, regardless of which staff or organization is serving the them.



Engage the full family. Explore the goals and needs of all members of the family—parents/caregivers as well as children/dependents—and intentionally work to connect each family member to relevant, timely, and personalized services



Be person-centered and strengths-based. Always center your work with the participant on what is important to them; prioritize building trust and honoring the person's strengths; and strive to be in the motivational interviewing spirit



Use a coaching skillset to facilitate goal achievement. Draw on motivational interviewing techniques and strategies to routinely facilitate participants setting a goal, planning out their next steps, and reviewing and reflecting on their progress in a timely way



Facilitate assessment by exploring participant's strengths and priorities, not by looking for barriers. Use the *Stepping Stones to Success* tool to facilitate self-reflection and learning with the participant to understand what is most important to them, what their strengths are, and what they would like to focus on



Prioritize simplicity and efficiency. Wherever possible, minimize the amount of paperwork or tools you include in any given interaction. Strive for making the process as easy and as simple as it can be by limiting and breaking up the content covered.



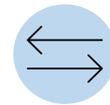
Use tools flexibly and in a culturally responsive way. Lead with conversation—not tools—and when tools are used, give careful thought to why you are inviting the participant to use the tool and whether it will resonate in terms of culture and language



Responsively connect participants with career and education opportunities in a timely way. Based on the participant's goals, connect them with the relevant education/training or career advancement resources that exist within and outside your agency



Make "warm" and timely referrals. Based on the participant's goals and the opportunities that would best advance their progress, play a proactive role in connecting them to outside services by directly facilitating the handoff to another provider.



Complete required MFIP "transactions" efficiently and effectively. MFIP involves several process requirements as part of initial and ongoing program eligibility; strive to complete these transactions in a way that honors, trusts, and respects the participant.



Enter data into required systems accurately and timely. Ensure that case documentation, files, and data entries are kept up-to-date, are concise, and lend themselves to an outsider being able to quickly understand what is going on and why in the case.